



Air Travel

Updated August 7, 2003

Air Travel At A Glance



- Reserve with the designated Travel Management Center (TMC).
- Reservations:
 - Electronically book routine travel - lowest fee.
 - Call the TMC for unique travel needs.
- Airfare should be charged to:
 - The individual government travel card (INDV).
 - CBA exceptions are approved for special needs.
- Government City Pair contract provides benefits in addition to negotiated fares (see below for details).
-  Missed flights with a non-refundable ticket have no value.
-  Paper tickets have an airline surcharge of \$20 to \$30.
- Use an American flag air carrier (Fly America Act).

(Additional information provided below)

Transportation Reservations

Travelers should use Public Debt and ARC's designated TMC for reservations (see below for phone numbers and other reservation information). You may either:

- Call World Travel/BTI for phone reservations, or
- Use **ResAssist** (electronic booking software which is cheaper)

The TMC will forward an itinerary for each trip via:

- fax
- e-mail

This delivery method is based on what is put in the profile. The itinerary must be retained as a required receipt for travel.

Boarding passes for electronic tickets are available at the departing airport. Last minute changes affecting cost must be made by telephone through the TMC. A corrected itinerary or receipt should be requested.

The TMC listed below services Public Debt/ARC travelers: (click on logo to be directed to the sites)



(formerly Mon Valley)

Reservations: 1-800-323-2938

Emergency: 1-800-245-1099



World Travel Self Booking

Self- Booking

A new feature available for travelers is the ability to electronically book reservations using the TMC software via the Internet. Public Debt and ARC travelers may use **ResAssist**, the reservation system provided by World Travel/BTI (formerly Mon-Valley Travel). **ResAssist** may be accessed via the PD Web Travel page, or on the ARC Applications page. In addition, a [User's Manual](#) for **ResAssist** is available on the PD Web Travel page.

This booking engine is similar to the commercial ones you may be familiar with such as Travelocity or Expedia, but geared for the Federal Traveler.

Self-booking is recommended, as the transaction fee is considerably less than the traditional reservation agent-assisted reservation. Even though Travel Planners directly book reservations, the TMC will still review them for quality control and regulatory compliance. Travel Planners may still call the TMC for reservations, but the higher fee will apply.

Self-booking saves money and is ideal for routine government travel. Departures from routine reservations, such as adding personal travel to official travel, are better handled by phone with agent assistance.

Maintaining a Traveler Profile

All travelers should have a completed profile on file with the TMC to expedite the reservation process. The profile includes personal information, flight and hotel preferences and billing information that simplifies the reservation process.

Please note that the use of a booking engine may require a second profile within the booking engine software. Contact your assigned TMC for all profile questions.

Charging Tickets

Airfare should be charged to the individual travel charge card (INDV). Approving Officials and TSB may determine if use of the centrally billed government account (CBA) is appropriate. The cost of a government contract fare ticket is not charged to the individual account until approximately 2 to 3 days prior to departure. Your servicing TMC will maintain your individual government travel card number in your traveler profile for ticket ordering convenience.

Types of Tickets

Electronic tickets are becoming the industry standard and are more versatile than paper tickets. Electronic tickets (e-tickets) can't be lost, and the TMCs can cancel and reissue new tickets by phone when there are last minute changes at the airport.



Most major air carriers now charge between \$20.00 and \$30.00 for issuing a paper ticket when an e-ticket is available. This is imposed by the airline and NOT the TMC. If a paper ticket is lost, there is a \$100.00 fee to process a lost ticket application. Public Debt's budget office has stated they will not provide additional travel funds in a program office's annual budget to cover the use of paper tickets.

Types of Fares

- 1. Contract Carrier Fares-** (YCA fares) unrestricted coach fares with no penalty for rebooking, re-ticketing or cancellation. Should be used unless you meet one of the FTR exceptions, or a cheaper government fare is available (see number 2 below).
- 2. Contract Carrier Capacity Controlled Fares-** (_CA fares) capacity controlled government fare at a discounted price if booked in advance. Otherwise, this is the same as a government fare. These fares are limited in supply and may not be available in every market.
- 3. Non-Contract Fares-**
 - a) "Me Too Fares"** – (non-contract government fares) are when an airline did not win the contract

route, but matches the contract fare. The seat is guaranteed, but fare may or may not have a penalty for rebooking, re-ticketing or cancellation. The price is subject to change. Most are non-refundable.

b) Commercial Fares

- (1) Refundable with penalty ***
- (2) Refundable without penalty**
- (3) Non-Refundable-** No refunds.



Most major air carriers now have policies that state if you miss your flight with a non-refundable ticket, you are out the money. In the past, you could pay a \$100.00 fee to re-ticket. Now there is no value to a missed non-refundable flight. Some airlines could allow you to pay a \$100 stand-by fee for a later flight that day, but there is no guarantee you will get a seat. Use non-refundable fares at your own risk. Public Debt's budget office has stated they will not provide additional travel funds in a program office's annual budget for unused non-refundable tickets.

Non-contract fares should only be used when there is certainty the trip will take place. Justifications for use of a non-contract carrier are required. Justifications are provided as Other Authorizations in Travel Manager.

Processing Tickets in Travel Manager

The credit card used for purchase determines how airfare is entered in Travel Manager.

- **"INDV"** is selected when the ticket is charged to the individual government travel card.
- **"GOVT"** is selected when the ticket is charged to the CBA.

Make certain the 10-digit ticket number is posted in Travel Manager for tickets on the CBA. This is not required for charges to the individual travel card.

Payment of TMC Transaction Fees

All TMCs now charge a service fee for common carrier tickets they process.

World Travel/BTI Transaction Fee Rates

Self-booking: (domestic and e-tickets)	\$20.00
Agent Assisted Domestic (e-ticket and paper)	\$34.25
International Tickets (e-ticket or paper)	\$42.25

The transaction fee is charged to the same credit card as the cost of the ticket and should be included in total airfare charges on a travel voucher.

Reminder: no fees are assessed for hotel or rental car reservations.

Obtaining Credit for Unused Tickets

Travelers must return unused paper tickets to the TMC in order to receive credit (if applicable). Travelers with electronic tickets should contact the TMC immediately by phone whenever changes are made. Confirmation of a cancellation should be requested.

Traveling After 9/11/01

See [Air Travel Tips](#) for traveling after September 11, 2001.

Using Charter Aircraft

The use of charter aircraft may be an option if certain conditions are met. Contact the Division of Procurement for further information. These arrangements are not made through a TMC.

Flying between Parkersburg, W.V. and Washington, D.C.

Contract fares exist between Wood County Airport, and Reagan National Airport in Washington. Schedules are available through **ResAssist**, or on GSA's site for City Pair Fare information ([Click here](#)). Tickets should be purchased through your TMC.